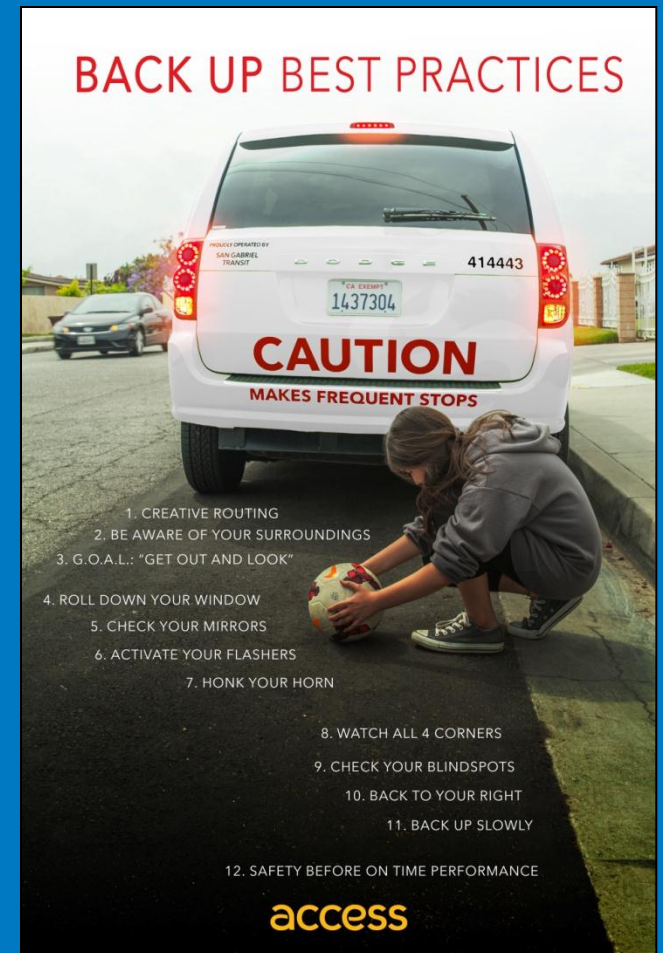


access

Safety and Emergency Preparedness Update

Los Angeles County
Commission on Disabilities
July 16, 2014



Renewed Focus

- On a safer operation
- On reducing risk to our riders, drivers, and general public
- On being prepared for emergencies and disasters
- On having policies and procedures to guide our actions
- On security

Improving Safety

- Keeping a close eye on preventability of collision and incident; requires action
- Improved use of the SmartDrive video camera system
- Campaigns to focus driver attention on the basics
- Implemented facility safety inspections at all Access contractor facilities
- Wheelchair securement refresher training completed
- Driver Incentive Program revamped

Being Prepared

- In March, Access joined TransMAC
- Staff and contractors have gone through emergency preparedness training through FEMA NIMS training
- Will be working with Cal OES on a transportation evacuation project
- Recently purchased the emergency notification service used by LAX, Metro, and other local first responder agencies
- Continuity of Operations Planning is underway

The Colby Fire

- Access' emergency operations got a thorough test in January 2014
- Service had to be discontinued to Glendora and Azusa
- For 36 hours, Access' Incident Command System (ICS) was activated
- Customers had to be contacted, coordination with local transit agencies was established, media channels were monitored, and a command post was established near the evacuation area to monitor the situation
- An After-Action Report was completed to identify strengths and weaknesses



New Policies and Procedures

- Draft policies are currently under review for
 - Reporting to work in/after an emergency/disaster
 - Evacuations
- The Rider's Guide will be updated with several new safety related additions

Improving Security

- Working closer with LASD
- Conducting security assessments and security briefings at provider locations
- Looking to upgrade surveillance system at Eligibility Center
- LASD investigating security incidents occurring on Access vehicles

